Policy against harassment of passengers

4287. SHRIMATI S.G. INDIRA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that Government are considering to bring out a new policy that provides for penalizing airlines for any harassment to passengers when flights get cancelled or delayed;

(b) if so, the details thereof;

(c) whether Government are aware that some of the airlines were not complying with the norms of International Air Transport Association; and

(d) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) and (b) there is no proposal at present to lay down any policy to penalise airlines as the Government does not intend to regulate commercial aspects of airlines. However, airlines have been advised to publish on their website the details of facilities offered by each airline so that passengers are aware of them.

(c) and (d) International Air Transport Association (IATA) is an association of airlines and IATA norms are applicable to member airlines.

Minimum operation period to qualify for overseas operation

4288. SHRI KAMAL AKHTAR: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government have prescribed the minimum period for operation in India by private airlines to qualify for permission to operate abroad;

(b) if so, what are the details in this regard;

(c) whether Government have recently received requests from some of the private airlines for relaxation in the operational period; and

(d) if so, what are the details thereof and Government's reaction thereto?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) and (b) Yes, Sir. As per the existing guidelines, the Scheduled Indian Carriers, with experience of 5 year continuous operations in domestic sector and having a fleet of 20 aircraft and above, are eligible for operation on international routes.